Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Stevie's Busy Bees **Enrollment:** 65 **License ID:** 52114

Street: 4502 Avenue O STE 18 **City:** Fort Madison **IA** **Zip Code:** 52627 **County:** Lee

Mailing Address: 4502 AVE O STE 18

Mailing City: Fort Madison **IA** **Zip Code:** 52627

Director's Name: Stevie Bethurem **Center Phone Number:** 319-250-9108

On-Site Supervisors: Nicole Rife **E-Mail Address:** steviesbusybees@gmail.com

Date of Complaint: 09-06-2023 **Date of Visit:** 09-15-2023

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[ ] PROVISIONAL license from **to**

[ ] SUSPENSION of License

[ ] REVOCATION of License

Complaint Details:

Did this complaint result in a serious injury? ☐ Yes ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

A preschool child (4 years old) was sent to school that did not have school today.

Licensing Rules Relevant to the Complaint:

Inspection Findings:

The determination of this report was based on an incident report and staff and administration statements.

I phoned the Director the date of the report. The Director indicated the child was taken to school because the person transporting the child was unaware preschool is not in session on Wednesdays. She indicated no one in the building was aware the child did not have school that day since mother of the child sent the child's back pack in the a.m.

The Director indicated she was made aware the program had made a mistake after the child had already been dropped off at the school building. She reported she was contacted by the mother who had been contacted by the school. The school phoned the parent, who then phoned the childcare. The Director indicated she promptly picked the child up from preschool.

The Director indicated she wrote an incident report on the situation. Front line staff did not. On 9/6/23 HHS requested that the staff present complete an incident report. Consultant Malia Love also directed the program to have the staff member complete an incident report and have the parents sign it. The Director wrote an incident report and provided it to HHS on 9/12/23. HHS requested that the staff supervising the child write an incident report.

I made an unannounced complaint visit to the center on 9/15/23. The program was in ratio, all children were properly supervised and a transportation schedule was hanging on the wall. The OSS questioned my purpose of the visit. We discussed HHS was following up on the complaint. We further discussed incident reports again. We discussed incident reports should follow the format stated below. The program has been informed of this numerous times in writing, in person and over the phone. Minutes after I arrived Director Stevie arrived. We discussed that when the program is dropping off children from the childcare to the school or any other place staff must assure the children are transferred to another responsible adult. We again discussed incident reports. I explained in detail, care custody and control in regards to supervision. Consultant Malia Love did the same via email 9/18/23.

1. 109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes: Minor injuries. Minor changes in health status. Minor behavioral concerns. Incidents resulting in injury to a child. Shall be verbally notified immediately when there is:

A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file. Staff that put the child on the bus did not write an incident report on the issue." The center Director wrote an incident report, but the staff did not. Both HHS and CCR&R reminded the program of correct procedure for incident reporting. It has been discussed in the past. Malia Love stated in an email on 9/8/23, "If you have not done so already, please have the staff member complete an incident report and have the parents sign it and then send a copy to Jill. If you do not have it posted in the preschool and school age classrooms, please make sure to have a visual posting of school schedules for the children who are being bused/driven to and from school. This helps staff with being aware and reminded of who is coming and going, where they are going, and when they are going.." This has not been corrected as of 9/19/23. VIOLATION

2. 109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. Staff provided careful supervision. However, miscommunication between the Director and front line staff resulted in a preschool age child being dropped off at the school. had the staff walked the child to the school and transferred the child to school staff they would have known the child did not have school. Instead the staff dropped the child off in the parking lot. Mother of the child was contacted by the school and childcare staff picked the child up from school. VIOLATION

Comm 204 states, "Transitions of staff and children at the program in arrival to and departures from the center are often when children are left unattended. Training staff to complete face to name recognition is extremely important when assuring safe supervision. Be sure that children are not left behind or in vehicles. When transferring care responsibilities for children, assure the acknowledgement of accepting care responsibility of the children occurs."

Special Notes and Action Required:

Center administration indicates they've created a communication system for staff regarding child schedules. A staff meeting is scheduled so that staff and administration can agree on a communication method about child schedules. The Director may access CCR&R and IDPH for any childcare related matters. The program may also access the local extension office, ECI and other community resources for help with organization/scheduling. Other resources available for general childcare matters are PBIS, CACFP, First Children's Finance. During the visit on 9/15/23 I observed the transportation schedule in the hallway.

Malia Love offered to meet with the program on 9/21/23 to discuss a plan of action around supervision, scheduling and incident reports. The center declined via email.

Consultant's Signature:

Jill Seibert

Date:

09-19-2023